

# **Milwaukee County CCS Program**

## **Meeting Agenda**

July 14, 2016

9a-11a

### **Meeting is at:**

**1126 S. 70<sup>th</sup> Street. Room N101, Instructions to get to this conference space are as follows: Pull into the parking lot behind the West Allis Center and park near the 1126 South 70<sup>th</sup> Street entrance to the building (this entrance is located in the middle of the building – look for the glass double doors). Upon entering the building you should see a security desk. Walk past the security desk and take a right, and almost immediately to your left you'll notice a hallway. Turn left to go down the hallway, walk past the women's and men's bathrooms, and N101 is the very last door down that hall.**

I. Introductions: Welcome

II. Recommendations for Changes and Approval of May 2016 RAC Meeting Mins

**The May 2016 meeting minutes were reviewed by the committee. There were no amendments recommended to the minutes. A motion was made by PF to approve the minutes and the motion was seconded by MLB. The motion to approve the May 2016 minutes carried unanimously.**

III. RAC Leadership/Membership

- a. RAC Leadership Plan- discussion, nominations, voting (MF, MLB): **It was noted that the committee structure has encouraged and allowed for tri-chairs to lead the committee. For some time now, chair KY has been chairing the committee solely. JW highlighted the good work done by KY and thanked him for his commitment.**

**MF was given the opportunity to discuss his desire to reinstate his leadership role within the Recovery Advisory Committee. He noted that he has enjoyed his previous leadership experience on the RAC and is interested in having a role to help improve services. He noted that he has left his previous job and has ample time now to devote to the leadership role. He indicated that resuming his involvement and leadership is important to him. PF noted that MF is an advocate who truly believes in and demonstrates the CCS principles. A motion was made by DW to reinstate MF as one of the chairs**

of the RAC. The motion was seconded by KY. The motion to reinstate MF as a chair of the RAC carried unanimously.

MLB was given the opportunity to discuss her interest in being one of the chairs of the RAC as well. She noted that she has been a consumer for 35 years and is a certified Peer Specialist at Pathways. She noted that she loves that CCS focuses on recovery. She believes that the effectiveness of CCS should be demonstrated to the community. She stated a desire to help with the RAC leadership plan. PF noted that MLB has been involved in the RAC since its inception and is a firm advocate. MF made a motion that MLB be instated as a chair of the RAC. The motion was seconded by LF. The motion to instate MLB as a chair of the RAC carried unanimously.

After the votes, a discussion was held about recruitment for the RAC in general. It was noted that membership could allow for one more advocate and more consumers. MLB agreed to contact Mental Health America about an advocate representative and also to contact more consumers who she believes may be interested. PF indicated she has a Peer Specialist working for her who has AODA lived experience and will inquire about her possible interest in committee involvement.

- IV. Newsletter Update: Several members of the RAC have been working in an ad hoc committee to create the first RAC newsletter. Thus far, stories have been accumulated to cover the following topics: CCS Overview, RAC overview, and Consumer Satisfaction (ROSI) Results. Stories are still being solicited for a consumer success story and a provider profile. The goal is to have the first newsletter completed by the end of August. KY noted that highlighting some of the more non-traditional services, such as yoga, may be good for the current or a future newsletter. LF noted it would be helpful to include information about “what’s next” in CCS, such as youth enrollment, numbers being served, new services or providers being added, etc.
- V. CCS Enrollment/ Youth Services Update/Ancillary Provider Showcase- JW: A report was made by JW about the current state of the Milwaukee County CCS program. Enrollment is currently at 362 participants. LF inquired about if any new agencies have been brought on board. It was noted that Milwaukee County Disability Services Division has been approved as a Care Coordination agency and has branch office approval, with plans to have them be the first entity to serve youth. Wisconsin Community Services has also been approved as a branch office and will enroll the first consumers in their Care Coordination team as of 8/1/16. It was also noted that the CCS program now has a solid ancillary network and work is being done to promote the use of this network. An Ancillary Provider Showcase event

was held in June with nearly all Care Coordinators attending and learning about the variety of services and agencies available to CCS consumers. LF and PF indicated they would like a future meeting to cover marketing and outreach – what has been done, and a discussion about what should be done next. LF further noted she would like to see the program collect data on how people hear about the CCS program.

- VI. By-laws Discussion- Recommendations for changes (review bi-laws prior to meeting and come prepared for discussion): **The RAC Bylaws had been disseminated at the last RAC meeting, giving committee members time to review the document and come back with feedback for any potential revisions. MLB inquired about when continued interest in committee membership would be solicited, and it was agreed upon that this should be done at the end of every calendar year. DW made a motion to accept the RAC Bylaws. MF seconded the motion. The motion to accept the RAC Bylaws carried unanimously. It was recommended that the DRAFT watermark be removed from the document, and that the RAC Bylaws be posted on the website to help with RAC recruitment.**
- VII. New Member Orientation- review Wraparound's orientation materials and solicit input: **A discussion was held about New Member Orientation. It was noted that Wraparound hosts an orientation event every other month on a Saturday and does a program overview. JW suggested that perhaps hosting an orientation and videotaping it for future use could be one idea to explore. MF indicated he liked the idea of doing a video and noted we could track hits to the website. LF expressed concern that a video on a web page may not be accessible to some consumers. PF noted that part of the reason to do an orientation is to provide an opportunity to meet other members. She suggested we consider surveying current CCS consumers, asking what would they have liked in an orientation and what they think should be included in the content. KZ suggested that perhaps we host an orientation and video tape it, and going forward offer two orientations per year. JW suggested that perhaps we combine the first orientation with a resource fair. PF suggested that we aim to do this in the 4<sup>th</sup> quarter of this year if possible. Committee members LF, DW, MLB, and MF agreed to work on an ad hoc committee to plan an orientation and resource fair.**
- VIII. Questions/Comments: **DW expressed concerns about communication from providers to the consumers they are serving, especially when there are changes to their services or the individuals providing those services. JW agreed to bring this important message forward to Milwaukee County staff to address with the providers.**

**The RAC members in attendance had their picture taken for the RAC newsletter.**

IX. Adjournment: **MF made a motion to adjourn. The motion was seconded by KZ.**  
**The meeting adjourned at 10:33 a.m.**